

FIGURE 1

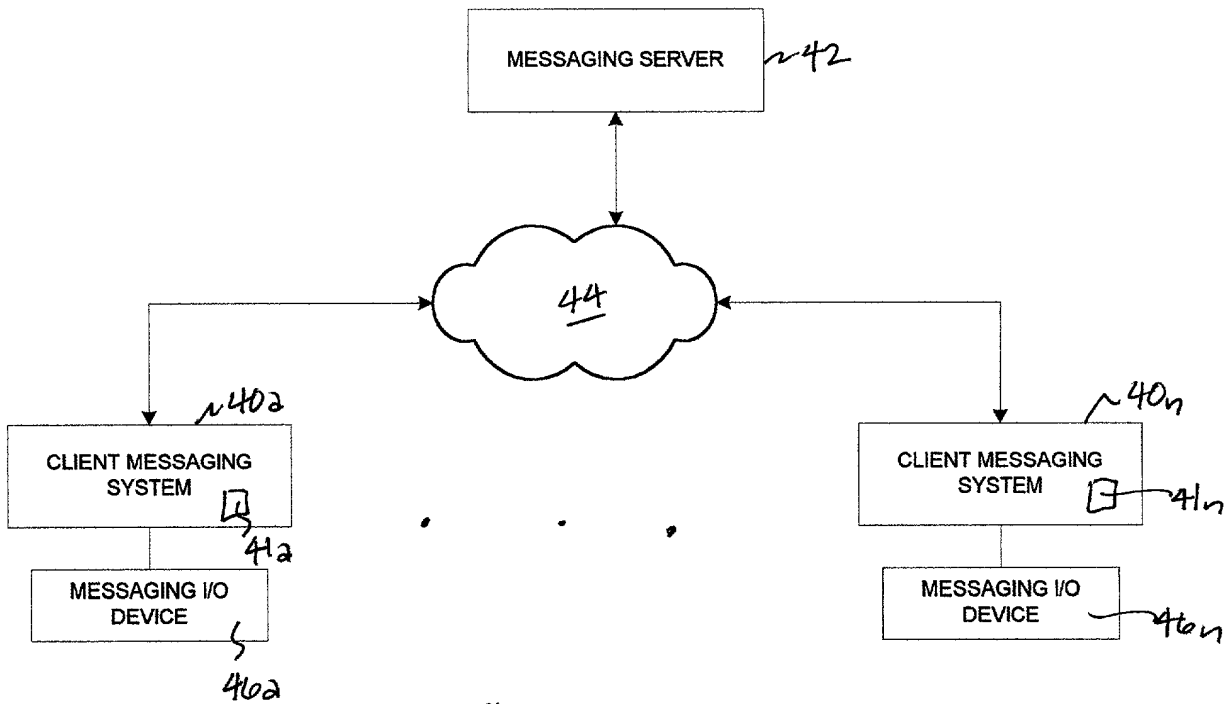


FIGURE 2

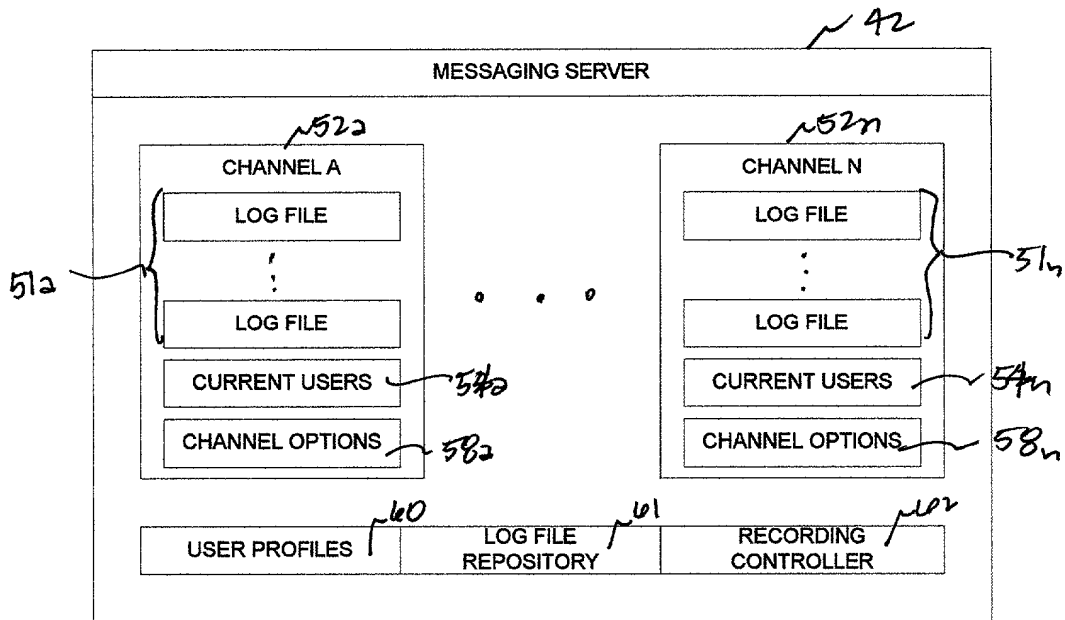


FIGURE 3

REQUEST SPECIFICATIONS

**USER ENTRIES**

☐ ALL USERS

☐ BY USER

USER B  
 USER D  
 USER H  
 USER I  
 USER J

**SECTIONS**

☐ BY TOPIC

☐ BY TIME

☐ BY SELECTED ENTRIES

**LOG FILE**

☐ STORE IN REPOSITORY

☐ TRANSMIT TO

USER B  
 USER D  
 USER H  
 USER I  
 USER J

Figure 4

~ 70  
~ 72

START LOGGING <u>76</u>	PAUSE LOGGING <u>75</u>	STOP LOGGING <u>77</u>
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CHANNEL A
RECORDING 79

[1] User A : Mr. B, why do you not take the offer from our competitor? [red]

%% C requests to log the conversation.  
%% A agrees to log the conversation.

**[2] User C : We have an urgent situation in Finland regarding the offer. [blue]**

**[2] User A : What is it? [red]**

%% C requests to pause logging of the conversation

[1] User C : If you take the offer from our competitor then we would lose business in Finland. [blue]

%% C requests to resume logging the conversation

**[1] User B : It does not make sense. [yellow]**

**[1] User A : Why? [red]**

**[2] User B : Finland is a small market and it is a marginal issue. [yellow]**

80

RESPONSE:

RECORDING APPROVAL ~ 74

USER C HAS REQUESTED TO RECORD THE CONVERSATION.

AGREE 82

DISAGREE 83

Figure 5

150

USER ID	AUTOMATIC AGREE	AUTOMATIC DISAGREE	NOTIFICATIONS	AUTHORIZATION LEVELS
USER A	USER B USER D USER G USER X	USER C USER F USER Y	HOME - TEXT REF PORTABLE - AUDIBLE, GRAPHICAL PDA - GRAPHICAL	GENERAL MANAGER PARENT
USER B	USER F USER G USER Z	USER C USER H USER X	HOME - TEXT REF, AUDIBLE WORK - GRAPHICAL	GENERAL WORK LEVEL 3 BOARD MEMBER

Figure 6

100

CHANNEL	AUTHORIZATION
A	GENERAL USERS PARTICIPATING
B	MANAGERS PARTICIPATING
C	ONLY CORPORATION MAY RECORD
D	NONE

Figure 7

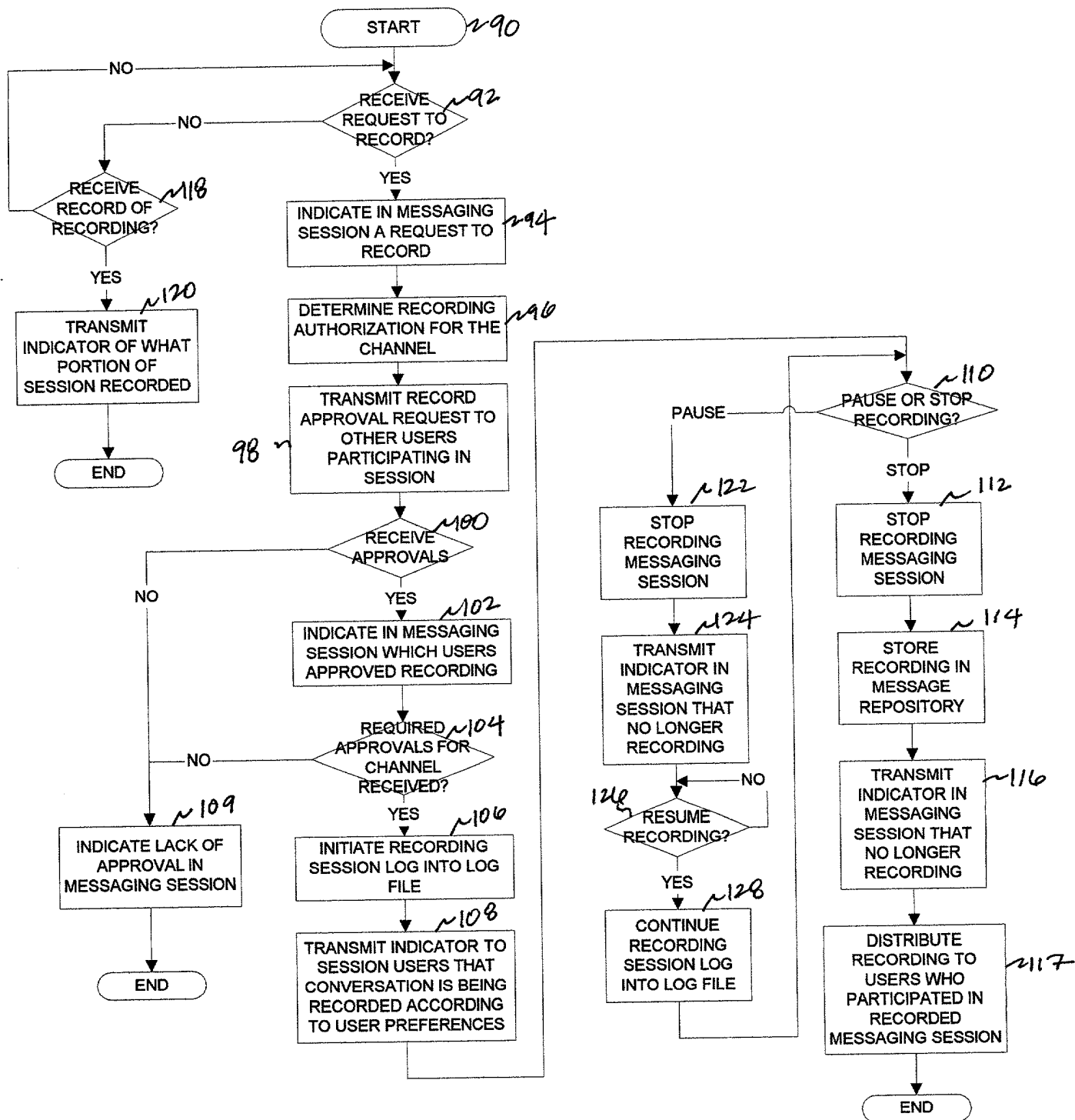


FIGURE 8

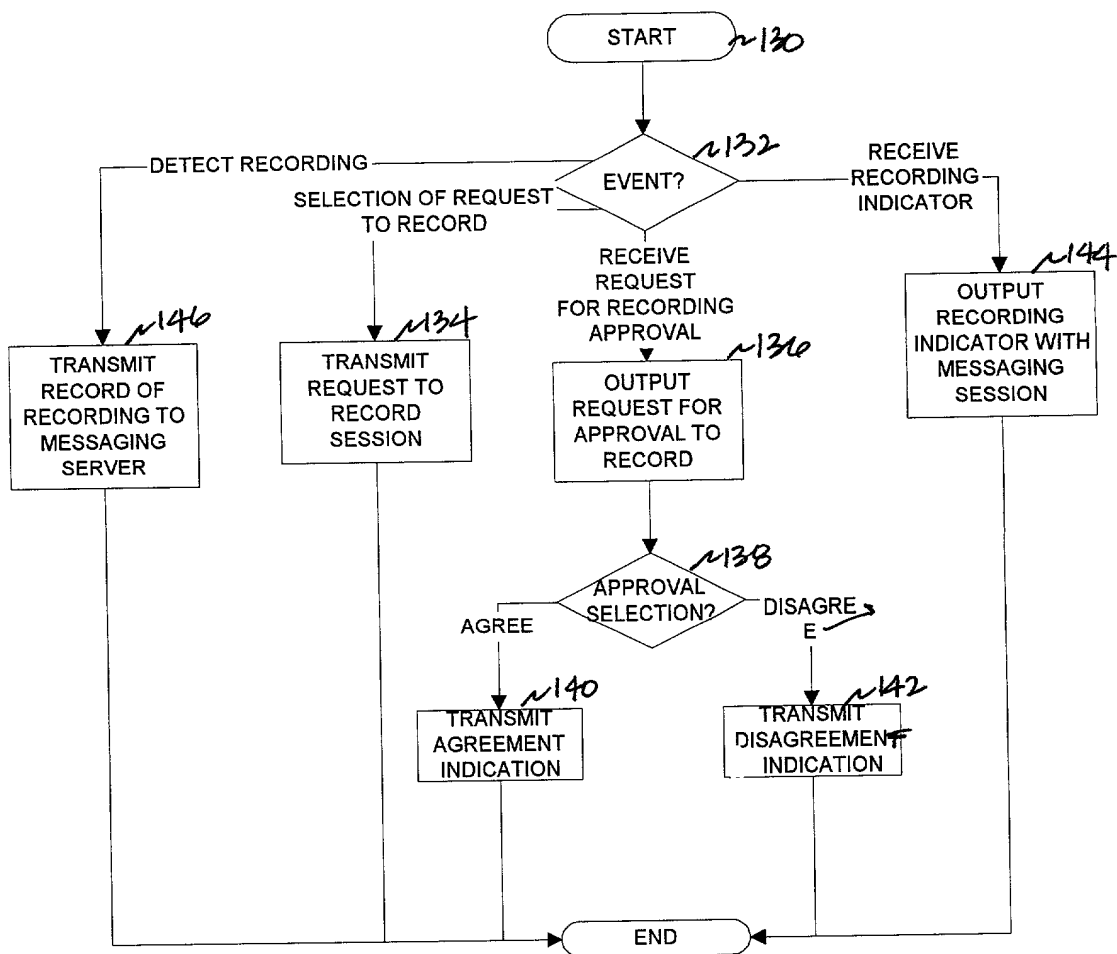


Figure 9